

Performance Base Statement of Work Example

GENERAL SERVICES ADMINISTRATION REGION xx

PROJECT ID No. *XX###XXX#T5*

(Client Agency Name)

STATEMENT OF WORK (SOW)

DATE: *(dd mmm yy)*

1.0 GENERAL. *Title of Task*

2.0 Points of Contact.

Client Representative (CR):

name

address 1

address 2

city, state, zip

phone & fax

email

Alternate Client Representative (ACR):

name

address 1

address 2

city, state, zip

phone & fax

email

Client's Security Officer. *(Complete this section if clearances are involved, listing the clearance level needed, otherwise enter N/A.)*

name

address 1

address 2

city, state, zip

phone & fax

email

GSA/FTS Customer Service Representative (CSR / COTR)

Contact Name
Agency Name
Address
Contact #'s
email

GSA Contracting Officer

Contact Name
Agency Name
Address
Contact #'s
email

GSA Invoice Address

Address

GSA Client Acceptance Invoice Address

Address

3.0 INTRODUCTION, OVERVIEW, OR BACKGROUND

This section provides background and descriptions of the Agency's organizational structure, where the services are to be provided, the importance of the software development effort, any previous efforts germane to this effort, and the hardware and software resources in use. This section could also include agency or organization specific information about government furnished items, working hours, federal holidays, and a glossary to define terms used within the body of the work statement.

Provide a short description of the requirements without including the specific requirements.

Consider the following: How the requirement evolved; relationship to other projects; why work is needed. Summarize information which is essential for understanding the work and ensure technical information is understandable to potential readers of different disciplines.

3.1 Contract Type. *State preference for Type of Contract.*

3.2 Place of Performance/Hours of Operation. *Please indicate all locations that the contractor may be asked to perform or state that it will be at the contractor's facilities. If*

necessary, identify the main location, and approximately how far away any secondary locations are. Also, please specify how often the contractor may have to visit these locations. Identify normal working hours and how you wish to address overtime or extra hours.

3.3 Period of Performance. *Please indicate the length of this project using this example: Duration of this task is from October 1, 2000 through September 30, 2001 or from date of award for one year. This project may be incrementally funded, which may result in extensions to the end date of this project.*

3.4 Privacy Act. Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

3.5 Personal Service. The client has determined that use of the GSA contract to satisfy this requirement is in the best interest of the government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled “Personal services contract”.

3.6 Security. *Please specify if this project is “Classified” or “Unclassified”. If “Classified”, specify to what level. All documentation (i.e. DD 254) required for security certification will be the responsibility of the contractor and the client organization.*

3.7 Key Personnel.

3.7.1 The client shall identify a Contracting Officer’s Representative (COR) or Client Representative (CR) and Alternate Client Representative (ACR) under points of contact. Duties and responsibilities are identified in Appendix A.

3.7.2 The contractor shall identify key personnel in the technical proposal regardless of the type of task. NOTE: Key personnel may not be removed from the task without express approval of the CR. The CR will attach a copy of the request and determination to the project in IT Solutions Shop (ITSS) Web-Based Order Processing System.

3.8 Definitions & Acronyms. *All terms that have meaning other than that contained in a dictionary and task-specific acronyms.*

3.9 Government Furnished Items. *The contractor shall specifically identify in their proposal the type, amount, and time frames required for any government resources, excluding those listed below.*

The Government will provide the following: (If none, so state)

Lab space, office supplies, computer equipment and time, telephone, and reproduction facilities, and office supplies as required.

Standard Operational Procedures, applicable regulations, manuals, texts, briefs and other materials associated with the project and the hardware/software noted throughout this SOW.

Initial familiarization / orientation will be provided on site.

Training to be provided by the Government specific to this task.

3.10 Contractor Furnished Items. *All items the contractor is to furnish during the contract.*

3.11 Packaging/Packing/Shipping Instructions. *Outline any unique requirements or specific instructions that deviate from basic contract, including multiple shipping addresses for applicable materials.*

4.0 OBJECTIVE

This section includes a brief description of the purpose of the contract. *What is the desired end result, if any (your expectations or goals of the contractor).*

5.0 SCOPE

This section defines how the contracting effort fits within the existing or intended customer environment both technically and organizationally. Examples of items to include here are a detailed description of the software development requirement(s), the number and location of users, the target processing environment including operating systems, system and data architecture(s), communications topology, and any other pertinent information.

A brief description of: Size of the anticipated effort; summary of actions to be performed; results expected; timeframes, including specific phases of work; and special areas of interest.

6.0 PERFORMANCE REQUIREMENTS

Performance requirements are statements describing the required services in terms of output. They should express the outputs in clear, concise, commonly used, easily understood, measurable terms. They should not include detailed procedures that dictate how the work is to be accomplished. The following statements are

examples of the kinds of information to be included in the performance requirements section:

For New and/or Conversion Software Development -

- * During the life of the contract verify conformance with agency specific information processing standards and functional requirements. Prior to delivery of new software, demonstrate the operational capability of the system software.
- * Interfaces must contain compatibility among system components in the operational environment.
- * Documentation for deliverables must match the agency specific system processing and operational procedures.
- * Meet the following delivery dates/milestones; phasing is an optional approach. Dates are specified according to agency delivery requirements.
- * Training may vary according to user levels/needs (e.g. end users, administrators, analysts, help desk support, management, etc.).
- * Security - meet all Government and agency specific requirements.

For New Software Development -

- * For new software development, delivery of fully operational systems conforming to the operational environment and specified user requirements.
- * Newly developed software shall not adversely affect system performance.
- * New releases of software must maintain previously provided functionality, while providing enhanced capabilities or systems corrections.

For Conversion Software Development -

- * For software conversion projects, provide an inventory of programs and a description of the complexity of the existing systems and programs for transfer to another processing system or hardware and software platform operational environment including but not limited to databases, files, programs, lines of code, and interdependencies.
- * For software conversion efforts involving rehosting to another platform, architecture, operating system, data base, programming language, and/or communications system provide an inventory of system and application programs, descriptions of the current hardware and software environment, and if applicable data distribution methods.

* For conversion projects of mission critical systems, provide parallel processing and/or system validation of the old and new systems prior to implementation.

For each requirement, there should be a corresponding standard(s), a statement of the maximum allowable degree of deviation from the standard, the method of surveillance to determine whether the standard is met, and a positive and/or negative incentive based on adherence to the standard.

6.1 Records/Data. *Indicate data normally generated in the performance of this task and ownership of the data at the end of the task. In addition, identify the format of the data.*

6.2 Applicable Documents. Provide a listing of all documents cited in the SOW including Government directives, formal specifications and standards, and other documents cited. Identify each by title, number, and the date of edition or revision. *Sample: Specifications Practices, MIL-STD-490, dated 30 Oct 1998, Software Development Criteria such as the Capability Maturity Model and Software Engineering Institute Standards/Levels*

7.0 PERFORMANCE STANDARDS

The performance standards establish the performance level(s) required by the Government. These standards are driven by the application system(s) being converted or developed. The agency should ensure that each standard is necessary, is carefully chosen, and not unduly burdensome. (See Performance Requirements Summary for a listing of examples of standards.)

8.0 QUALITY ASSURANCE PLAN

The quality assurance plan gives the Government flexibility in measuring performance and serves as a tool to assure consistent and uniform assessment of the contractor's performance. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, the maximum acceptable defect rate(s), and the value of each performance requirement as a percentage of the overall contract. A good quality assurance plan should include a surveillance schedule and clearly state the surveillance methods to be used in monitoring the contractor's performance.

The acceptable quality level as defined in the quality assurance plan establishes a maximum allowable error rate or variation from the performance standard(s).

Depending on agency level policy and procedures the quality assurance plan may or may not be included as part of the performance work statement in the contract; however, the methodology for evaluating performance of the contract must be included.

Indicate any special concerns about the contractor's quality control for this task. The contractor shall provide a description of their Quality Control plan to the client.

9.0 INCENTIVES - Positive and Negative

Incentives should be used when they will encourage better quality performance and may be either positive, negative, or a combination of both; however, they do not need to be present in every performance based contract as an additional fee structure. In a fixed price contract, the incentives would be embodied in the pricing and the contractor could either maximize profit through effective performance or have payments reduced because of failure to meet the performance standard.

Positive Incentives - Actions to take if the work exceeds the standards. Standards should be challenging, yet reasonably attainable.

Negative Incentives - Actions to take if work does not meet standards.

The definitions of standard performance, maximum positive and negative performance incentives, and the units of measurement should be established in the solicitation. They will vary from contract to contract and are subject to discussion during a source selection. It is necessary to balance value to the Government and meaningful incentives to the contractor. Incentives should correlate with results. Follow-up is necessary to ensure that desired results are realized, i.e., ensure that incentives actually encourage good performance and discourage unsatisfactory performance.

10.0 Section 508 (Reference Appendix C)

All electronic and information technology (EIT) procured through this task order, must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.accessboard.gov/sec508/508standards.htm> - Part 1194.

The contractor shall indicate for each line item in the schedule whether each product or service is compliant or noncompliant with the accessibility standards at 36 CFR 1194. Further, the proposal must indicate where full details of compliance can be found (e.g., vendor's website or other exact location).

11.0 PROPOSAL SUBMISSION

The Government will request proposals for this task utilizing the IT Solutions Shop (ITSS) Web-based Order Processing System. To receive a potential Request For Proposal (RFP), the potential offerors shall register their organization and their authority to submit quotes at the following Web Site:

<http://it-solutions.gsa.gov>

The contractor shall submit a written cost and technical proposal for consideration before the due date and time for this RFP. If the proposal is for a Firm Fixed Price Type of Task Order, the contractor shall submit a payment schedule as part of the cost proposal. In addition, the contractor shall submit these proposals electronically utilizing the ITSS system. At the completion of negotiations, the contractor will ensure his Cost and Technical proposal reflects agreements and, if appropriate, submit revised proposals to the ITR via ITSS.

11.1 Travel. As part of the Cost Proposal, the contractor shall provide any anticipated travel costs, if known, to include: origination; destination; number of trips; number of persons; and a breakdown of lodging, meals, transportation and related costs. Actual expenses are limited by the Government Travel Regulations and must be pre-approved by the client.

11.2 Other Direct Costs (ODCs). The contractor shall provide a breakdown of any ODCs in the Cost Proposal. The breakdown shall include an identification of any "open market items" or the contracting vehicle used for the ODCs.

11.3 Deliverables and Reports. In addition to the applicable requirements, the contractor shall provide the following deliverables and reports.

11.3.1 Progress Reports. Progress reports must be submitted to the COR and ITR/AM via ITSS no later than the 5th workday of every month or other negotiated date. Status reports must be submitted on the prime contractor's letterhead and be accompanied by a copy of that month's invoice, with written approval of the invoice by the CR. Failure to provide reports correctly will cause resubmission by your company. The Monthly Progress Report will include the items identified in Appendix B. A staffing report shall be integrated into the Monthly Progress Report.

11.3.2 Other Reporting Requirements. In addition to the Monthly Status Reports, the contractor shall provide the following:

11.3.2.1 The contractor shall inform the CR and ITR in writing of the actual task starting date on or before the starting date.

11.3.2.2 The contractor shall bring problems or potential problems affecting performance to the attention of the CR and ITR as soon as possible. Verbal reports will be followed up with written reports when directed by the CR or ITR.

11.3.2.3 The contractor shall notify the CR and ITR when 75 % of the amount of the task has been expended (for Time and Materials task orders).

11.3.2.4 Additional written reports may be required and negotiated.

11.4 Delivery Instructions. All deliverables shall be delivered to the client no later than the date specified in the SOW. Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents. Concurrently, a copy of the cover letter shall be attached to the task in ITSS.

11.5 Inspection and Acceptance. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the CR's and ITR's findings within 5 work days of normally scheduled review. If the deliverables are not acceptable, the CR will notify the ITR/AM immediately.

11.6 Procedures for Payment. Billing and payment shall be accomplished in accordance with the contract. The contractor shall have the invoice certified by the CR. The contractor's invoice will be for one month for services performed in the previous month. The contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative's project. Invoices submitted for payment must be accompanied by a copy of the government's document(s) (i.e. DD250 or similar form) accepting the covered services. A copy of the invoice will be attached to the task in ITSS along with the Monthly Status Report.
Failure to comply with the procedures outlined above may result in your payment being delayed.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

The performance requirements summary can be presented as a matrix similar to the examples starting on the next page. This type of chart could be included in the performance work statement or placed elsewhere in the contract to summarize the requirements and display the relationships of each of the elements in the performance work statement. The summary chart is a tool that can easily summarize the elements presented in the performance work statement. Notice, for each requirement there can be one or more standards, defined maximum allowable degree of deviation from the standard(s), method(s) of surveillance to determine adherence to the standard(s), and positive and negative incentives for meeting, exceeding, or failing to meet the standard(s).

<p>REQUIRED SERVICE (Performance Requirements)</p>	<p>STANDARD (Performance Standards)</p>	<p>MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)</p>	<p>METHOD OF SURVEILLANCE (Quality Assurance)</p>	<p>MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)</p>
<p>1. During the life of the contract verify conformance with agency specific information processing standards and functional requirements. Prior to delivery of new software, demonstrate the operational capability of the system software.</p>	<p>Functionality of the software to meet required systems architecture and processing capabilities</p>	<p>All requirements mandated by law or regulation must be 100% compliant.</p> <p>Functionality defined in the requirements must be prioritized and tolerances for deviation assigned for each component. %* of operational capability is acceptable, as determined by the Quality Assurance Plan. * Value to be determined by the Agency's requirements, on a case-by-case basis.</p>	<p>Independent verification & validation (IV&V) for testing new releases of software to determine that previous functionality is maintained.</p> <p>Customer satisfaction as measured through limited validated customer complaints, feedback, and surveys. For conversion projects, independent verification & validation (IV&V) for developing or maintaining system processing/benchmark during parallel processing.</p>	<p>100% payment for meeting all mandated requirements. Nonconformance is unacceptable. Payment is contingent on amount or degree of functionality delivered, according to priority of each function.*</p> <p>* Value to be determined by the Agency's requirement on a case-by-case basis. Percentage of payment for each component shall be determined in the Quality Assurance plan.</p>

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
2. Interfaces must maintain compatibility among system components in the operational environment	Service Levels for software: Through-put in terms processing response time, number of transactions processed per second; volume of data processed over time. Compatibility with particular hardware and software within the existing processing environment. Functionality of software to meet required systems architecture & processing capabilities.	No deviation	Customer satisfaction as measured through limited validated customer complaints, feedback and surveys. Operational monitoring by use of system statistics and logs Independent verification and validation (IV&V) for testing new software, including verifying results to determine that requirements and specifications are met.	100% payment

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
3. Documentation for deliverables must match the agency specific system processing and operational procedures	Documentation meets agency specific formats for accuracy and completeness	%* of deviation. * Values to be determined by the agency's requirements on a case-by-case basis.	Independent verification and validation (IV&V) for determining that documentation delivered by the contractor matches the system processing and operational procedures.	100% payment
4. Meet the following delivery dates/milestones (phasing is an optional approach) - Dates are specified according to agency (delivery) requirements	Delivery dates are met, or exceeded	%* of deviation. *Values to be determined by the agency's requirements on a case-by-case basis.	100% inspection	Early delivery bonus* *Value determined by the agency's on a case by case basis. There may be excusable delays in which it may be in the Government's best interest to grant forbearance, on a case-by-case basis. Forbearance or excusable delays to be considered on a case-by-case basis.

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
<p>5. Training (may vary according to user levels/needs) (e.g. end users, administrators, analysts, help desk support, management, etc.)</p>	<p>Proficiency levels on software required for job performance (%) of students at level of competency)*</p> <p>(Levels: Knowledge, Comprehension, Application, Analysis)</p> <p>*Values to be determined by the agency's requirements.</p>	<p>% of students not performing at required level of proficiency</p>	<p>Surveys Proficiency exams Validated customer calls to help desk Random evaluation of training.</p>	<p>Proportional reduction in contract line item price, or overall contract value, attributable to training.</p>

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
6. Security	Meet all Government and agency specific requirements	No deviation	100% inspection to ensure that all Government and Agency specific requirements have been met. Independent verification of security procedures-defined by agency (could be performed by a third party or another agency according to current security regulations and measures.	100% Payment
7. For new software development, delivery of fully operational systems conforming to the operational environment and specified user requirements.	Service levels for software: Through put in terms of processing response time, number of transactions processed per second; volume of data processed over time. Compatibility with particular hardware &	All requirements mandated by law or regulation must be 100% compliant. Functionality defined in the requirements must be prioritized and tolerances for deviation assigned for each component. %* of operational capability is acceptable as determined by the Quality Assurance Plan. *Values to be determined by the Agency's requirements on a case	Customer satisfaction is measured through limited validated customer complaints and surveys. Independent verification software functionality to meet required systems architecture and processing capabilities. Operational monitoring by use of system statistics and logs.	100% payment for meeting all mandated requirements. Payment is contingent on the amount or degree of functionality delivered according to priority of each function.* *Value to be determined by the agency's requirements on a case by case basis. Percentage of payment for

	software within the existing processing environment. Functionality of software to meet required systems architecture and processing capabilities.	by case basis.		each component shall be determined in the Quality Assurance Plan.
REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
8. Newly developed software shall not adversely affect system performance.	Standards affecting system performance include but are not limited to: response time for resolving problems; CPU busy; response time; memory utilization; storage utilization	Base line functionality is met at 100% Non critical functionality is met at %* *Values to be determined by the Agency's requirements on a case-by-case basis.	Operational monitoring by use of system statistics and logs	100% payment for meeting all mandated requirements. Nonconformance is unacceptable. Payment is contingent on amount or degree of functionality delivered, according to priority of each function.* * Value to be determined by agency's requirements on a case-by-case basis. % of payment for each component is determined in QA Plan.

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
<p>9. New releases of software must maintain previously provided functionality, while providing enhanced capabilities, or systems corrections.</p>	<p>Software adds value and improves existing functionality without negatively impacting the existing operational environment.</p>	<p>Base line functionality is met at 100%.</p> <p>Non critical functionality is met at %*</p> <p>*Values to be determined by Agency's requirement, on a case-by-case basis.</p>	<p>Independent Verification and Validation (IV&V) for testing new releases of software to determine that previous functionality is improved.</p> <p>Customer satisfaction is measured through validated customer complaints and surveys.</p>	<p>100% payment for meeting all mandated requirements.</p> <p>Nonconformance is unacceptable.</p> <p>Payment is contingent on amount or degree of functionality delivered, according to priority of each function.*</p> <p>* Value to be determined by the agency's requirement on a case-by-case basis. Percentage of payment for each component shall be determined in the Quality Assurance Plan.</p>

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
<p>10. For software conversion projects, provide an inventory of programs and a description of the complexity of the existing systems and programs for transfer to another processing system or hardware and software platform operational environment including, but not limited to: databases, files, lines of code and interdependencies.</p>	<p>Inventories shall be complete and accurate. Systems descriptions accurately identify the existing systems complexity.</p> <p>Adhere to Agency configuration management standards.</p>	<p>Less than %* of inventory omissions. * Value to be determined by the Agency's requirement.</p>	<p>Independent verification and validation (IV&V) of the software inventory and system descriptions.</p> <p>For conversion projects, Independent verification and validation (IV&V) adherence to Agency configuration management standards.</p>	<p>100% payment for meeting all mandated requirements.</p> <p>Proportional reduction in contract line item price, or overall contract value, attributable to inventory omissions</p>
<p>11. Software conversion effort for rehosting from one platform, architecture, operating system, database, communication system, programming language, and/or data distribution method to another</p>	<p>Service Levels for software:</p> <p>Through-put in terms of processing response time, number of transactions processed per</p>	<p>Base line functionality is met at 100%.</p> <p>Noncritical functionality is met at %.*</p> <p>* Value to be determined by the Agency's requirement.</p>	<p>Customer satisfaction is measured through limited validated customer complaints and surveys.</p> <p>Independent verification and validation (IV&V) for testing new releases of software to</p>	<p>100% payment for meeting all mandated requirements.</p> <p>Proportional reduction in contract line item price, or overall contract value, attributable to loss in functionality, or degraded system performance.</p>

	<p>second; volume of data processed over time.</p> <p>Compatibility with particular hardware and software within the existing processing environment.</p> <p>Functionality of required systems architecture and processing capabilities.</p> <p>Delivery dates are met or exceeded.</p>		<p>determine that previous functionality is maintained.</p> <p>For conversion projects Independent verification and validation (IV&V) for developing or maintaining system processing/ benchmarking during parallel processing.</p>	<p>% of overall contract payment will be withheld until * number of production processing cycles.</p> <p>* To be determined by the Agency's requirement.</p>
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REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL)	METHOD OF SURVEILLANCE (Quality Assurance)	MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL (Incentives)
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<p>12. For conversion projects of mission critical systems, provide parallel processing and/or system testing of the old and new systems prior to implementation.</p>	<p>Service Levels for software: Through-put in terms of processing response time, number of transactions processed per second, volume of data processed over time. Compatibility with particular hardware and software within the existing processing environment. Functionality of software to meet required systems architecture and processing capabilities.</p>	<p>Data must be 100% accurate.</p>	<p>Pre production testing of all functional components within the processing environment (e.g., hardware, software operating system, interfaces, etc.)</p> <p>Independent verification and validation (IV&V) for testing new software including verifying results to determine that requirements and specifications are met.</p>	<p>100% payment for meeting all mandated requirements.</p> <p>Nonconformance is unacceptable.</p>
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Performance-Based SOW Worksheet
Example 1: Software Integration

Requirement (1)	Indicators (2)	Standards— Criteria for Acceptance (3)	Acceptable Quality Level (4)	Method of Surveillance (5)	“Incentives” Positive or Negative (6)
State the end results or outputs that you, the customer, will formally accept or reject. Include all deliverables, submittals and reports, etc.	For each “Requirement”, state feature(s) of each end result in Column 1 that can be measured quantitatively or qualitatively. (May be more than one indicator per requirement.)	For each “Indicator”, state performance level that, then met, means the task has been satisfactorily performed	For each “Standard”, state how perfect must performance be	For each “Standard”, state method to be used to check performance (i.e. random sampling, 100% inspection, periodic, validated customer complaints)	100% of Contract Line Item Number (CLIN) 3 paid if all Standards in Column 3 are met or From 0 – 100% of Award Fee Pool Available (\$10,000)
Example: Task 1. Software Integration	Functionality Compatibility	100% functional Compatible with existing hardware/software	100% compliance 100% compliance	Random Sampling Customer Complaints	

	Affect on system performance	No adverse affect	100% compliance	100%/IV&V specific diagnostic software will be use	
	Documentation	User and technical manuals are complete and delivered by 6/15/2000	100% compliance	100% inspection	
	Timeliness	Met delivery schedule (installed by 6/15/2000, accepted by 7/15/2000)	100% compliance	100% inspection	

Performance-Based SOW Worksheet
Example 2: Help Desk /Technical Support

Requirement (1)	Indicators (2)	Standards— Criteria for Acceptance (3)	Acceptable Quality Level (4)	Method of Surveillance (5)	“Incentives” Positive or Negative (6)
State the end results or outputs that you, the customer, will formally accept or reject. Include all deliverables, submittals and reports, etc.	For each “Requirement”, state feature(s) of each end result in Column 1 that can be measured quantitatively or qualitatively. (May be more than one indicator per requirement.)	For each “Indicator”, state performance level that, then met, means the task has been satisfactorily performed	For each “Standard”, state how perfect must performance be	For each “Standard”, state method to be used to check performance (i.e. random sampling, 100% inspection, periodic, validated customer complaints)	100% of Contract Line Item Number (CLIN) paid if all Standards in Column 3 are met or From 0 – 100% of Award Fee Pool Available (\$10,000)
C3.1 Provide customer on-site & off-site problem resolution service					

C3.1.1 Verbally acknowledge receipt of customer problem	Timeliness	A1 list callers—15 minutes A2 list callers—15 minutes Others—1 hour	100% compliance 100% compliance 100% compliance	Customer Compliant Customer Complaint Customer Complaint	Pay 100% of Contract Line Item Number (CLIN) paid if all Standards in Column 3 are met
	Format	100% compliance IAW Attach 1	100% compliance	Random Sampling	
	Timeliness	100% issuance of ticket upon receipt of call	100% compliance	Random Sampling	
C3.13 Closeout tickets	Timeliness	100% tickets will be closed out within 24 hours of problem resolution	100% compliance	Random Sampling	
C3.2 Resolve customer problems	Quality	Problem does not recur	95 % compliance	Customer Complaint	
	Timeliness	Resolved ASAP. Questions of priority will be resolved by the COTR	95 % compliance	Customer Complaint	

Appendix A. Delegation of Authority for the Client Representative (CR).

1.0 Delegated Authority. You are specifically delegated the following duties:

1.1 Administration.

1.1.1 Act as the Government technical representative for the contract administration.

1.1.2 Represent the Government in conferences with the contractor and prepare memorandums for the record of the pertinent facts.

1.1.3 Maintain a filing system.

1.1.4 Initiate requests for letters of accreditation for logistical support of individuals performing work on this task order, in accordance with all applicable regulations.

1.2 Inspection and Acceptance.

1.2.1 Review all deliverables for full compliance with the contract requirements.

1.2.2 Promptly reject all work that does not comply with the contract requirements and notify the contracting officer and/or GSA ITR.

1.2.3 Accept deliverables that conform with contract requirements.

1.2.4 Prepare and maintain a running list of items that remain at variance with contract requirements, apprising both the contractor and contracting officer of corrective action or the need for it.

1.2.5 Maintain a master copy of the official list of defects and omissions.

1.2.6 Ensure that all defects and omissions are corrected or completed.

2.0 Not Delegated. The following functions are NOT delegated:

2.1 Award, agree to, or execute a contract or contract modification.

2.2 Obligate, in any way, the payment of money by the Government.

2.3 Make a final decision on any matter that would be subject to appeal under the Disputes Clause of the Contract.

2.4 Re-designate any of your assigned duties unless specifically authorized to do so.

2.5 Cause the contractor to incur costs not specifically covered by the contract, and this delivery task order, with the expectation that such costs will be reimbursed by the Government.

2.6 Terminate for any cause the contractor's right to proceed.

This designation as CR shall remain in effect until revocation by the contracting officer or the completion of the specified task order.

Appendix B. Monthly Status Reports.

1.0 Task Information.

- 1.1 GSA contract number and Project number.
- 1.2 GSA ITR assigned
- 1.3 Accounting Control Transaction (ACT) number and reporting period.
- 1.4 Client agency and location
- 1.5 Brief task description

2.0 Reporting Period Information.

- 2.1 For each employee: name, skill level, regular and overtime hours worked (denoting on or off site), and cumulative regular and overtime hours worked.
- 2.2 The portion of the report described above must contain the following statement: "I certify to the best of my knowledge and belief that the above named employee(s) worked the hours shown at the skill levels indicated." Signature and date of the (Contractor) Program Manager of his/her designee directly following this statement.
- 2.3 A narrative review of work accomplished during the reporting period and significant events.
- 2.4 Deliverable process
- 2.5 Problem areas
- 2.6 Anticipated activity for the next reporting period
- 2.7 Description of any travel or unique services provided
- 2.8 Other relative information as necessary

Appendix C

SECTION 508 IT ACCESSIBILITY REQUIREMENTS STATEMENT OF WORK SECTION (Rev 5/8/01)

Updates are posted at the following web sites: www.section508.gov and the Access Board's Web site at <http://www.access-board.gov/sec508/508standards.html>

Rehabilitation Act of 1973, Section 508 IT Accessibility Requirements

A. General

1. Purpose (Reference 36 CFR 1194.1)

(a) The below technical standards are those issued by the Architectural and Transportation Barriers Compliance Board (Access Board), pursuant to Section 508 (a) (2) (A) of the Rehabilitation Act Amendments of 1998 (29 U.S.C. § 794 (d)) as enacted in the Workforce Investment Act of 1998. (The Access Board is an independent Federal agency established by Section 502 of the Rehabilitation Act (29 U.S.C. 792) whose primary mission is to promote accessibility for individuals with disabilities.)

(b) Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

2. Application (Reference 36 CFR 1194.2)

(a) This section does not apply to Electronic and Information Technology (EIT, see definitions at A. 4. below) that is acquired by the contractor incidental to the contract, or is neither used nor accessed by Federal employees or members of the public, and contractor employees in their professional capacity are not considered members of the public.

(b) For any EIT product proposed in response to this solicitation as a deliverable that is a commercial item (as defined by the Federal Acquisition Regulation, Subpart 2.101) or any EIT product to be developed in response to this solicitation, that will be available to meet this contract's delivery requirements, the contractor must represent within his proposal that the product(s) complies with all of the below standards. The contractor must fully complete the spreadsheet, Electronic & Information Technology Accessibility Standards Evaluation, located as an attachment in Section J of this solicitation, and submit it with his/her proposal.

(c) If such product does not comply with all of the below standards, the contractor must specify each specific standard that is not met.

3. Electronic and Information Technology (EIT) Product General Exceptions (Reference 36 CFR 1194.3)

- (a) This section does not apply to any EIT operated by agencies, the function, operation, or use of which involves:
 - (1) Intelligence activities
 - (2) Cryptographic activities related to national security
 - (3) Command and control of military forces
 - (4) Equipment as an integral part of a weapon or weapon system
 - (5) Systems critical to the direct fulfillment of military or intelligence missions
- (b) Products acquired by a contractor incidental to a contract, or are neither used nor accessed by Federal employees or members of the public, and contractor employees and all personnel related to the contract are not considered members of the public;
- (c) Products or components of products that would require a fundamental alteration in their nature.
- (d) Products located in spaces frequented only by service personnel for maintenance, repair or occasional monitoring.

4. Definitions (Reference 36 CFR 1194.4)

The following definitions apply to this section:

Agency. Any Federal department or agency, including the United States Postal Service.

Alternate formats. Alternate formats usable by people with disabilities may include, but are not limited to, Braille, ASCII text, large print, recorded audio, and electronic formats that comply with this part.

Alternate methods. Different means of providing information, including product documentation, to people with disabilities. Alternate methods may include, but are not limited to, voice, fax, relay service, TTY, Internet posting, captioning, text-to-speech synthesis, and audio description.

Assistive technology. Any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities.

Electronic and information technology. Includes information technology and any equipment or interconnected system or subsystem of equipment, that is used in the creation, conversion, or duplication of data or information. The term electronic and information technology includes, but is not limited to, telecommunications products (such as telephones), information kiosks and transaction machines, World Wide Web sites, multimedia, and office equipment such as copiers and fax machines. The term does not include any equipment that contains embedded information technology that is used as an integral part of the product, but the principal function of which is not the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. For example, HVAC (heating, ventilation, and air conditioning) equipment such as thermostats or temperature control devices, and medical equipment where information technology is integral to its operation, are not information technology.

Information technology. Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. The term information technology includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

Operable controls. A component of a product that requires physical contact for normal operation. Operable controls include, but are not limited to, mechanically operated controls, input and output trays, card slots, keyboards, or keypads.

Product. Electronic and information technology.

Self Contained, Closed Products. Products that generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology. These products include, but are not limited to, information kiosks and information transaction machines, copiers, printers, calculators, fax machines, and other similar types of products.

Telecommunications. The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

TTY. An abbreviation for teletypewriter. Machinery or equipment that employs interactive text based communications through the transmission of coded signals across the telephone network. TTYs may include, for example, devices known as TDDs (telecommunication display devices or telecommunication devices for deaf persons) or computers with special modems. TTYs are also called text telephones.

Undue burden. Undue burden means significant difficulty or expense. In determining whether an action would result in an undue burden, an agency shall consider all agency resources available to the program or component for which the product is being developed, procured, maintained, or used.

B. Technical Standards

1194.21 Software applications and operating systems.

(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.

(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.

(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.

(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.

(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.

(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.

(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.

(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

1194.22 Web-based intranet and internet information and applications.

(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).

(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.

(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.

(d) Documents shall be organized so they are readable without requiring an associated style sheet.

(e) Redundant text links shall be provided for each active region of a server-side image map.

(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.

(g) Row and column headers shall be identified for data tables.

(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.

(i) Frames shall be titled with text that facilitates frame identification and navigation.

(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be

accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).

(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

(o) A method shall be provided that permits users to skip repetitive navigation links.

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Note to 1. The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5, 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

- Section 1194.22 Paragraph (a) WCAG 1.0 Checkpoint 1.1
- Section 1194.22 Paragraph (b) WCAG 1.0 Checkpoint 1.4
- Section 1194.22 Paragraph (c) WCAG 1.0 Checkpoint 2.1
- Section 1194.22 Paragraph (d) WCAG 1.0 Checkpoint 6.1
- Section 1194.22 Paragraph (e) WCAG 1.0 Checkpoint 1.2
- Section 1194.22 Paragraph (f) WCAG 1.0 Checkpoint 9.1
- Section 1194.22 Paragraph (g) WCAG 1.0 Checkpoint 5.1
- Section 1194.22 Paragraph (h) WCAG 1.0 Checkpoint 5.2
- Section 1194.22 Paragraph (i) WCAG 1.0 Checkpoint 12.1
- Section 1194.22 Paragraph (j) WCAG 1.0 Checkpoint 7.1
- Section 1194.22 Paragraph (k) WCAG 1.0 Checkpoint 11.4

2. Paragraphs (l), (m), (n), (o), and (p) of this section are different from WCAG 1.0. Web pages that conform to WCAG 1.0, level A (i.e., all priority 1 checkpoints) must also meet paragraphs (l), (m), (n), (o), and (p) of this section to comply with this section. WCAG 1.0 is available at <http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505>.

1194.23 Telecommunications products.

(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.

(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.

(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.

(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.

(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.

(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.

(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.

(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.

(k) Products which have mechanically operated controls or keys, shall comply with the following:

(1) Controls and keys shall be tactilely discernible without activating the controls or keys.

(2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.

(3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.

(4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

1194.24 Video and multimedia products.

(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.

(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.

(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.

(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.

(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

1194.25 Self contained, closed products.

- (a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.
- (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.
- (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.
- (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.
- (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.
- (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- (j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:
 - (1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see Figure 1 of this part).
 - (2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.

(3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.

(4) Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).

1194.26 Desktop and portable computers.

(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).

(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

C. Functional Performance Criteria

1194.31 Functional performance criteria.

(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.

(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.

(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

D. Information, Documentation, and Support

1194.41 Information, documentation, and support.

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

Figures to Part 1194

Figure 1

Figure 2